



PATENTS

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: )  
)  
**McIlwaine, et al.** ) Examiner: **Nguyen, Quynh H.**  
)  
Serial No.: **10/602,804** ) Art Unit: **2614**  
)  
Filed: **June 24, 2003** ) Confirmation No. **1098**  
)  
For: **Method and System for Scheduled** )  
**Delivery of Training to Call Center** )  
**Agents** )

**INFORMATION DISCLOSURE STATEMENT**

Mail Stop Amendment  
Commissioner for Patents  
P. O. Box 1450  
Alexandria, VA 22313-1450

Sir:

The citation of information on the attached Form PTO-1449, "List of Art Cited by Applicant" is made pursuant to 37 C.F.R. §§ 1.56, 1.97, and 1.98.

This Information Disclosure Statement is being filed before the mailing date of a Final Office Action or a Notice of Allowance. A check for \$180 is enclosed to cover the fee as required by 37 C.F.R. § 1.17(p). The Commissioner is authorized to charge any additional fees, or to credit any overpayment, to Deposit Account No. 11-0980.

07/03/2006 HTECKLU1 00000026 10602804

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I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Mail Stop Amendment, Commissioner for Patents, P. O. Box 1450, Alexandria, VA 22313-1450, on June 28, 2006.

Michael L. Wach, Reg. No. 54,517

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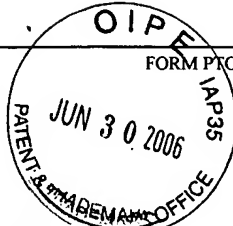
Respectfully submitted,

A handwritten signature in black ink, appearing to read "Michael L. Wach", written in a cursive style.

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K&S Docket: 07117.105014 US CON  
4140284

FORM PTO-1449, Adapted



# LIST OF INFORMATION DISCLOSED BY APPLICANT

(Use several sheets if necessary)

ATTY. DOCKET NO. 07117.105014	SERIAL NO. 10/602,804	FILING DATE June 24, 2003
APPLICANT McIlwaine et al.		GROUP 2614

## U.S. PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
	AA	5,278,898	1/11/1994	Cambray et al.	379	266	5/30/1991
	AB	6,704,410 B1	3/9/2004	McFarlane et al.	379	265.05	6/1/2000
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	AE						
	AF						
	AG						
	AH						
	AI						
	AJ						

## FOREIGN PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	COUNTRY	NAME	TRANSLATION	
						YES	NO
	AK	WO 2006/039670 A2	4/13/2006	PCT	Knowlagent, Inc.		
	AL						
	AM						

## OTHER REFERENCES (Including Author, Title, Date, Pertinent Pages, Etc.)

	AN		Genesys; Genesys and SLS Implement a Next Generation Skills Based Routing Solution for O <sub>2</sub> ; News Release; May 10, 2005
	AO		Silver Lining Solutions; Agent Skills Management for Genesys; Downloaded June 26, 2006 from <a href="http://www.silverlining.uk.net/genesys">www.silverlining.uk.net/genesys</a>
	AP		
	AQ		

4140307

EXAMINER	DATE CONSIDERED
EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.	